



We, the employees of the City of West Des Moines, through Teamwork and Cooperation, are committed to provide the highest Quality of Service with Honesty and Integrity to the community we serve.

Our mission is to serve the people of West Des Moines honestly and effectively. Through a variety of services, we strive to provide the quality of life desired by the community.

City of West Des Moines Job Description

Job Title:	RecPlex Guest Services Coordinator		
Department:	Parks and Recreation	Civil Service:	Applicable
Reports To:	RecPlex General Manager	Grade Level:	NU_C41
Dotted Line Reports To:		Manager Level:	Supervisor
Category:	X Exempt (salaried) Non-exempt (hourly)	Last Review Date:	August, 2020
Post Offer Testing:	Physical and Drug Screen after contingent offer		
Residency:	Must be an Iowa resident within two years of hire date and maintain residency throughout duration of employment. Chapter 400.17 of the Iowa Code		

Summary Description:	Under the general direction of the RecPlex General Manager, manages all front desk and guest service needs, concessions operations, leagues, camps, clinics and programs. Develops and implements a variety of programs, special events and eSports. Serves as special events liaison. Responsible for RecPlex website and social media marketing.
Routine Job Duties/Responsibilities:	<ul style="list-style-type: none"> • Manages front desk and guest service needs ensuring a high level of customer satisfaction. • Manages and coordinates all concessions operations including menu planning, product inventory, ordering, staffing, training and compliance with health and safety standards. • Selects and supervises guest services staff and assigns work, organizes projects, provides training on equipment, tasks, service standards and safety procedures. • Creates website content and coordinates all social media marketing and promotional materials. • Develops, manages and evaluates all leagues, camps, clinics, programming, and eSports Center, coordinating with local businesses and organizations to maximize program attendance. • Develops and manages special event programming. • Acts as liaison for concerts, conventions, tournaments, meetings and community events. • Assists with planning and coordination of user groups and contracted instructors; including scheduling, contracts and rental agreements. • Coordinates birthday parties and special occasions, including staffing and implementation. • Ensures that the City's mission, goals and objectives are fully supported and initiated. This includes, but is not limited to, support of the following initiatives: the quality initiative; Mayor/City Council strategies and various other city-sponsored work teams such as Safety, Employee Relations and Wellness.
Periodic Job Duties/Responsibilities:	<ul style="list-style-type: none"> • Develops and maintains positive working relationships with contractors, vendors, sports clubs, tenants, tournament directors, user groups and the general public. • Responds to needs of customers and staff after hours, as well as emergency calls on a 24-hour basis. • Performs other job duties and activities as assigned.

Job Standards:	<i>Any combination of education and experience providing the required skill and knowledge is qualifying. Typical qualifications would be equivalent to:</i>
Education/Experience:	<ul style="list-style-type: none"> • Bachelor's Degree in Parks and Recreation Administration, Leisure Services, Recreation, Sports Administration, Hospitality Management or related area. • 3 years of experience working in municipal, recreational, athletic or hospitality facility, with specific experience in program development, food and beverage operations and customer service preferred. • Experience managing staff preferred.
Skills:	<ul style="list-style-type: none"> • Ability to handle confidential information in a professional manner • Ability to take initiative and work independently with little direct supervision • Ability to schedule, assign, and supervise the work of others • Ability to provide leadership to and motivate employees • Excellent oral and written communication skills • Excellent customer service skills • Ability to record, track and monitor accurate records relating to product inventory and supply needs • Ability to perform a wide variety of duties with accuracy and speed, and solve problems under time sensitive deadlines • Excellent interpersonal skills • Ability to take a creative and innovative approach to programming, events and promotions
Knowledge:	<ul style="list-style-type: none"> • Considerable knowledge of the procedures, practices and principles used in recreational, hospitality and municipal facility operation • Considerable knowledge of food and beverage operations in a fast-paced setting • Proficiency with PC's and computer software and applications • General knowledge of recreation and publication creation software • General knowledge of social media platforms and website development • General knowledge of office equipment, including photo copier, scanner, telephone, facsimile, shredder, and calculator
Licenses:	<ul style="list-style-type: none"> • Servsafe Manager Certification within 30 days of employment • TIPS Alcohol Training Certification within 30 days of employment • First Aid, CPR, AED Certification within 60 days of employment • Valid Iowa Driver's License within 60 days of employment, or evidence of equivalent mobility
Working Conditions:	<ul style="list-style-type: none"> • Intermittent periods of standing, walking and sitting • Frequent reaching, talking, hearing, near and far sight acuity, color vision, concentration • Intermittent kneeling, crouching, climbing, balancing, stooping, smelling, fingering, grasping, feeling, depth perception, and field of vision • Ability to lift, carry, push and pull up to 20 pounds, occasionally up to 50 pounds • Minimal exposure to weather
Safety Hazards:	<ul style="list-style-type: none"> • Minimal exposure to heat-generating appliances
Other:	
Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position.	

Incumbents will follow any other instructions, and perform any other related duties, as may be required. The employer has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Approval:	Signed	Date
Human Resources Director:		
Department Head:		